



# CITY OF HOUSTON

Human Resources Department

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## **The Learning and Development Center's OD Team presented the Houston Employee Assessment Review to the City of Los Angeles**

### **FOR IMMEDIATE RELEASE**

**Houston, TX—November 10, 2014**—The Learning and Development Center's organizational development team presented the Houston Employee Assessment Review (HEAR) process to the City of Los Angeles Personnel Department the week of October 13th in Los Angeles, California.

The exclusive train the trainer session provided a step-by-step process on effective communication between employees and supervisors and expert advice on how to drive performance. Themed *LA HEAR Benchmark*, the training addressed setting realistic expectations and progress updates, including coaching skills for supervisors and a simple approach to launching the new performance management system.

Los Angeles city officials expect the new system to improve employee confidence and provide a clear, two-way channel of communication.

"We're starting to work on the logo, branding and mission statement for the employee assessment review program...Everyone seems to be leaning towards CLEAR (City of Los Angeles Employee Assessment Review). I really enjoyed the training provided by Noel, Mahogany and Marie. It was very informative and engaging," said Charlette Rodgers Starkey, Senior Personnel Analyst II.

### **About the Learning and Development Center**

The Learning and Development Center (LDC) is a strategic development and employee performance improvement organization that offers comprehensive training solutions that significantly affect performance and institutional outcomes. The LDC's consultancy is comprised of an experienced team of professionals with the knowledge and capabilities to design and implement strategies that help our clients' achieve their goals. The LDC's primary focus is to provide transformational learning programs that enhance the skills, job competencies, and improve performance and overall satisfaction for the City of Houston's workforce.

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